

ABSTRACT

A process to assist an IT professional to interact with a computer to establish an IT services catalog by performing the following steps: (1) providing some computer displayed means by which the IT professional can choose between multiple processes including defining a new service, defining a relationship between a service and another service or IT resource, defining cost information or defining a service action which, when executed, can create, modify or destroy an instance of the service; (2) when the user chooses to define a new service, interacting with the user in any way to create a data structure which defines the service and which includes validation constraints and/or validation formulas; (3) when the user chooses to define a relationship, interacting with the user in any way to determine whether the relationship is to other IT services or to IT resources and to establish filter conditions within the selected class and to record appropriate pointers and filter conditions in the data structure which defines the service; (4) if the user chooses to define cost information, interacting with the user in any way allow the user to enter and store cost formulas in the data structure defining a service; and (5) if the user chooses to define a service action, interacting in any way with the user to solicit and store data which completes a data structure which defines the service action.